

## COMMUNITY SERVICE BROKER - CSB

Below is a description of the basic service requirements and expectations:

### A. BACKGROUND

The Community Service Broker (CSB) Model assists only those people with disabilities (persons) who have qualified for DHS/DSPD services and are on the DHS/DSPD waiting list or receive limited state funded non-waiver services. The DHS/DSPD waiting list contains people of all ages who have intellectual disabilities and related conditions, physical disabilities, or acquired brain injury.

CSB is a community support that assists persons and their families to discover and utilize community resources. A CSB is responsible for the coordination and referral of community resources to expand the range of support options for persons currently on DHS/DSPD's waiting list or receiving limited state funded non-waiver services. This service is designed to promote family preservation and assist in developing both natural supports and supports from the community thereby enhancing their quality of life.

### B. GENERAL DESCRIPTION OF SERVICE OR SUPPORT

DHS/DSPD Region staff shall identify those persons who have qualified for DHS/DSPD services and are on the DHS/DSPD waiting list or receive limited state funded non-waiver services, and are in need of CSB. Designated Region staff must approve a person's referral for CSB services before the Contractor is notified. The DHS/DSPD Region staff shall send a written referral to the Contractor and will include the person's Action Plan and Social History as it relates to the expectations of the CSBs. No services shall begin until the Contractor receives the written referral from the DHS/DSPD Region staff. Services shall be delivered in the timeframe specified in each person's Action Plan.

Based on the information provided by DHS/DSPD Region staff, the Contractor shall assist the person in obtaining community supports, including those services outside of the scope of services paid for by DHS/DSPD for which the person is on the waiting list. The Contractor will guide and/or demonstrate to the person or family how the person can access needed community supports and services as they are identified in the person's Action Plan. The Contractor will monitor the progress of the services on an ongoing basis and will notify DHS/DSPD Region staff of any changes in the person's needs.

### C. DESCRIPTION OF THE POPULATION TO BE SERVED

The Contractor will serve persons who are eligible for services with DHS/DSPD according to Administrative Code, Rule R539-1 and who are on DHS/DSPD's waiting list or receive limited state fund non-waiver services.

### D. CONTRACTOR'S QUALIFICATIONS

The Contractor must meet the following minimum requirements:

1. Possess a Bachelor's Degree, preferably in a field of study related to social, health or education sciences, or equivalent work experience.
2. Be 18 years of age or older.
3. "The Contractor shall ensure that in accordance with Utah Code §§ 62A-2-121, 62A-2-122, and 62A-2-120 or Utah Administrative Code, Rule R501-14, staff working in an

employment or volunteer capacity shall pass a criminal background check conducted by DHS/OL annually. Any direct-care service worker or volunteer who has lived outside the State of Utah for a period greater than 4 weeks during the preceding five (5) years, shall pass a Federal Bureau of Investigation Nationwide Criminal Background check consistent with current DHS/OL requirements. See <http://rules.utah.gov/publicat/code/r501/r501-14.htm>."

4. Have a minimum of five years experience working with people with disabilities and their families in a professional or volunteer capacity.
5. Have working knowledge with State and community resources available to persons and their families and know how to access these resources. The Contractor's staff providing a direct service must have at least one-year experience working with persons and their families in a professional or volunteer capacity.
6. Possess a current driver's license, current automobile insurance coverage, and a vehicle that can properly and safely transport a person, based on the person's need.

## E. SERVICE REQUIREMENTS

The Contractor shall assist persons in obtaining supports offered through community resources. The Contractor shall develop a working relationship with the person and the person's family in order to assist them in achieving identified outcomes. The Contractor shall meet with the person on a weekly basis.

### 1. Develop Support Strategy

With the person and the person's representative, the Contractor shall write a one-page Support Strategy detailing how the needed supports and outcomes outlined within the Action Plan will be achieved. The Support Strategy shall contain the following components:

#### a. Identifying information

- i. Name of person served
- ii. Date the Support Strategy was written
- iii. Title of Support Strategy
- iv. Desired outcome and personal goal
- v. Name of person writing Support Strategy
- b. Purpose of the support as related to the outcome/goal and how it will help achieve the outcome as explained
- c. Description of the support strategy and the community resource(s) that will be used to provide the support
- d. Timeline for providing the support
- e. Detailed guideline or instructions for community resource(s) staff that addresses how to support the person
- f. Plan defining how Contractor's staff will track the person's progress
- g. Guideline detailing a continuing support system for the person after services under this contract has ended

### 2. Find and Arrange Resources and Supports

The Contractor and its staff shall assist the person and family in identifying and creating support options, as outlined in the Action Plan, by finding available community resources that will best serve the person's needs and linking the person to those resources. The

Contractor shall provide, but not be limited to the following services:

- a. Expand and develop support options outside the immediate family to individuals such as neighbors, clergy, co-workers (includes non-paid natural supports)
  - b. Connect the person with social services and mental health services
  - c. Link the person to supports available within the public school system
  - d. Find resources to help the person with social security benefits
  - e. Link the person to resources for locating and accessing affordable housing
  - f. Find and facilitate the person's efforts to acquire financial assistance, such as budgeting finances, identifying social security benefits, Medicaid/Medicare benefits, other local, state or federal program supports and Representative Payee
  - g. Find resources for resolving guardianship issues
  - h. Support the person in maximizing work incentives and other benefit options
  - i. Find and facilitate transportation supports
  - j. Find resources for job support/education/training, such as supported employment opportunities, finding mentors, and obtaining information on programs offered through higher education institutions
  - k. Find assistance on Assistive Technology/Adaptation
  - l. Locate and facilitate assistance with health care, such as home health care, free clinics, and state programs
  - m. Help to find daytime supports
  - n. Help transition persons who are students to find assistance in planning for their future
3. **Transportation**  
The Contractor shall provide the person with transportation to and from appointments as it is specified in the Action Plan.
  4. **Education and Technical Assistance for Persons and Families**  
In order to make informed decisions about their support needs and potential support providers, the person must understand and be educated regarding available options. The Contractor shall educate the person and the person's family on the community resources that are available to them and those services that will best serve their needs. The Contractor shall provide personal training or coaching, conduct instruction on topics that the person and family are interested in learning about, or introduce the person and family to an individual that has experience in any area of interest.

#### F. STAFF REQUIREMENTS

1. Contractor's staff must be 18 years of age or older.
2. The Contractor shall ensure that in accordance with Utah Code §§ 62A-2-120 through 62A-2-122 or Utah Administrative Code, Rule R501-14, staff working in an employment or volunteer capacity shall pass a criminal background check conducted by DHS Office of Licensing annually. Any direct-care service worker or volunteer who has lived outside the State of Utah for a period greater than six weeks during the preceding five years, shall pass a Federal Bureau of Investigation Nationwide Criminal Background check consistent with current DHS/OL requirements. See <http://rules.utah.gov/publicat/code/r501/r501-14.htm>.
3. Contractor's staff must possess a current driver's license, current automobile insurance coverage, and a vehicle that can properly and safely transport a person, based on the person's need.
4. Contractor's staff providing a direct service must have at least one year of experience working with people with disabilities and their families in a professional or volunteer capacity.

## G. TRAINING REQUIREMENTS

The Contractor and its staff shall attend a mandatory orientation session conducted by DHS/DSPD within three months of the contract award or prior to providing services to the person. The orientation shall include the referral process, Action Plans, Support Strategies, reporting requirements, basic orientation to DHS/DSPD information.

The Contractor and each staff member shall remain current with changing trends such as terminology used to identify people with disabilities or improved and/or changed resources, i.e. new equipment, new or changed public transportation or modified requirements/regulations for social security benefits.

The Contractor shall provide DHS/DSPD with a report documenting 10 hours of continuing education for each staff member each year. The report will detail the area of study (i.e. Medicaid, Social Security Income (SSI), current educational programs, community resources, etc.), the number of hours, and the type of participation (written materials, seminars, conferences, training sessions, etc.).

Contractor's staff shall be trained on the DHS Provider Code of Conduct requirements. The staff member shall complete a DHS Provider Code of Conduct form. The DHS Provider Code of Conduct form shall remain in the staff member's personnel file.

## H. REQUIRED STAFF-TO-CLIENT RATIOS

CSB shall be one staff member to one person and/or one staff member to the person's family.

## I. LOCATION OF SERVICES

The Contractor is NOT allowed to meet with the person at the Contractor's or the Contractor's staff member's residence. Assessments for needs and follow-up meetings will be performed at the person's residence or the Contractor's business office at a separate location from the Contractor's or Contractor's staff member's residence. The Contractor may also use conference rooms at the local/region DHS/DSPD offices or any State of Utah Department of Human Services public building, by notifying DHS/DSPD's conference room scheduler in advance of the preferred date and time.

## J. SPECIAL RECORD KEEPING REQUIREMENTS

The Contractor shall maintain the following records for each person served:

1. A referral from DHS/DSPD Region Office for each person receiving this service
2. Support Strategies
3. Summary of monthly services
4. Number of hours worked each billing period, including the 295S Billing form
5. End of service report, detailing the types of services and dates services were rendered including logs of required training hours

## K. LIMITATIONS

1. DHS/DSPD acknowledges that the Contractor may provide other services in addition to the CSB service. The Contractor cannot refer the person or family to itself (the Contractor) or other business entity to which the Contractor has a business interest
2. Service units shall not exceed 125 hours annually without the prior approval of the DHS/DSPD Region Director. The Contractor will be paid based on actual units of service.
3. Mileage will be reimbursed at the State rate only for transporting the person to obtain assistance with community services.
4. Total dollar amount spent for each person served shall not exceed \$2,827/year without the prior approval of the DHS/DSPD Region Director.

#### IV. CONTRACT PAYMENTS

##### A. PAYMENT RATE TABLE

Service Code	Type	Max Rate	Description
CSB	Quarter Hour	\$5.65	Community Service Brokering
	Hourly	\$22.62	

##### B. BILLING SUPPORT DOCUMENTATION

Support documentation must be submitted with all billings and contain the following information:

1. The name of the person who received the service.
2. The specific reimbursable service.
3. The date and time the service was rendered.
4. Name of Contractor's qualified staff who delivered the service.
5. Mileage can only be reimbursed by using the DHS/DSPD non-contracted service code DTP.

The most current rate for this code is located at the following DHS Rate Manual site:

[http://www.hsofo.utah.gov/files/manual\\_rate/DSPD-rate%20Manual%2027March2007.pdf](http://www.hsofo.utah.gov/files/manual_rate/DSPD-rate%20Manual%2027March2007.pdf). Any reimbursement request specifying this code will be accompanied by support documentation that includes specific information about the use of the vehicle including a minimum of the following:

- a. Driver's name
- b. Name of person transported
- c. Date and time of travel
- d. Purpose of the trip
- e. Beginning and ending physical locations including addresses
- f. Amount of miles traveled (beginning and ending mileage from odometer)